STATE OF INDIANA

Request for Information 11-C

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of

Indiana Family and Social Services Administration

Solicitation For:

Design, Development, and Implementation of an Integrated Case Management System (ICMS)

Response Due Date: January 28, 2011

James Osborne, Senior Account Manager
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, Indiana 46204

REQUEST FOR INFORMATION 11-C

This is a Request for Information (RFI) issued by the Indiana Department of Administration (IDOA) in conjunction with the Family and Social Services Administration (FSSA). This RFI requests responses for the purpose of understanding innovative approaches to support the design, development, and implementation (DDI) of an Integrated Case Management System (ICMS) that will support multiple FSSA case management processes. There will not be a contract resulting directly from this RFI; however, respondents to this RFI will be placed on the list of potential respondents and will receive an announcement of any Request for Services (RFS) that may arise from this RFI.

BACKGROUND

The Indiana Family and Social Services Administration will be issuing a RFS for the replacement of several legacy case management systems with a single, enterprise-level case management system. The replacement system will include support for case management business processes (see Attachment A: Case Management Process Universe). Initial project scope includes INsite (Division of Aging and Division of Mental Health and Addiction), DART (Bureau of Developmental Disabilities Services), and IRIS (Bureau of Vocational Rehabilitation) systems. The anticipated release date for the RFS is early summer 2011.

FSSA is currently conducting an ICMS Requirements Completion Project (RCP). The RCP project deliverables include a set of complete and verified requirements, standardized case management business processes, a conceptual data model, and development and support for the RFS and related procurement processes. The RCP will conclude with the selection of a DDI vendor for ICMS, planned for September of 2011. See Attachment B: RCP Timeline.

The following RCP assumptions will assist RFI respondents:

1. The DDI of an ICMS is fully technology and software "agnostic." This assumption means that the procurement process is completely open and encourages innovative approaches. The project does not favor any specific technology or software.
2. The proposed solution should align with FSSA RCP Guiding Principles. See Attachment C: RCP Guiding Principles.
3. There will be a complete and accurate set of requirements.
4. There will be a set of standardized case management business processes.
5. There will be a conceptual data model.
6. Legacy data is poorly normalized and documented.
7. Legacy systems programming code, in general, is not well documented.
8. Projected, estimated volumes: 75,000 clients, 4,000 users, and 20,000 providers.

SOLICITATION OF PRESENTATIONS

FSSA believes that the DDI for an enterprise-level case management system has significant cost, schedule, quality, and data risks. In reviewing similar projects from other states and countries, FSSA has learned of cost overruns, missed timelines, and the inability of new technology to fully address both functional and non-functional requirements. In an attempt to mitigate these risks, FSSA is asking potential bidders to respond to this RFI and suggest creative and innovative approaches to complete the ICMS DDI.

Responses will be made in two ways:

1) FSSA is asking potential bidders to respond to the questions listed below in the Specific Needs section of this RFI for the agency to better prepare for the upcoming procurement and implementation. RFI responses will be held confidential.

2) FSSA reserves the right to ask any or all respondents to meet individually with project stakeholders to discuss innovative approaches to implement ICMS. Materials and discussions from these meetings will be held confidential.

OBJECTIVE

FSSA is seeking feedback on the information in this RFI. FSSA will consider any information received in response to this RFI in the construction of an RFS soliciting these commodities and services.

SPECIFIC NEEDS

The RFS process will be open to all respondents regardless of their decision to participate in this RFI. FSSA seeks creative, high-level responses to the RFI components. The following questions are grouped into two categories; General RFS Questions and DDI Specific Questions, with one group for system integrators and a second group for software vendors. Please submit your information in these groups to help with internal agency dissemination of information.

Please answer the following general questions concerning your potential future involvement with the project.

G1. Do the activities planned for the DDI of ICMS align with the products or services your organization provides?
G2. How likely are you to respond to any future solicitations by FSSA for vendor services (for either software design or development activities)? What would increase your likelihood to respond to potential future solicitations?
G3. Do you have any perceived concerns (e.g., scope, timeframes, commitment, funding, clarity, etc.) about the ICMS Project? Please explain and indicate any remediation or clarification that might be useful.
G4. Please feel free to provide any additional information or suggestions that you feel would aid the successful implementation of ICMS.

G5. What recommendations do you have in terms of managing the cost of development? What are some of the best practices or lessons learned that you can share about similar projects?
G6. With implementations similar to ICMS, how much organizational change occurred prior to implementation? If organizational changes did occur, how were they managed and what were the lessons learned.

Please answer the following DDI specific questions. Note that you may answer both sets of questions if you are both a systems integrator and a software vendor.

If your company is a Systems Integrator please respond to the following questions:

S1. Please explain your organization's experience in implementing statewide multi-program health and human services case management systems. Please briefly describe your three most successful HHS case management implementations, including the following information: number of agencies or divisions involved, number of program areas involved, approximate number of users, approximate number of clients served annually. What were the most important factors that led to the success of these projects? Please list the top five lessons learned that have changed or affected your approach.
S2. If a fixed price deliverables-based solicitation for implementation services is issued, how do you recommend the project be structured to mitigate both Vendor and project risk and assure a successful project? How would you ensure the project does not experience schedule delays and cost overruns?
S3. Please describe your methodology or approach for design, development/customization and implementation for case management systems in brief. Please include a high level description of the steps and deliverables.
S4. Please describe your methodology for data migration or conversion. Please include a high level description of the steps and deliverables. Please include any recommendations related to data cleansing. What are the most important factors for ensuring a successful data conversion effort for this project?
S5. Please describe your approach to delivering training and post implementation support for a statewide multi-program health and human services case management system. What are your recommendations for an implementation approach for this project to minimize project risk?
S6. What would be most valuable to your organization that could be included in an upcoming solicitation for implementation service to enable you to most accurately estimate the work and cost necessary to implement the ICMS?
S7. FSSA is seeking a modern, innovative solution for ICMS. Please briefly describe at a high level your recommended HHS case management solution, including a high-level description of the components you feel are critical including if desired any specific commercial-off-the-shelf (COTS) products we should consider.

If your company is company that manufactures or produces commercial-off-the-shelf (COTS) software that could be used for HHS case management solutions, please respond to the following questions:

C1. Please briefly describe your product, including specifically any technical or business features or design elements that make your product a unique, innovate solution.

C2. Please list any technical, environmental or other system requirements for your product. Please include any third-party products that are required to implement your product.

C3. Please describe the business analyst and technical resource training and skills that you recommend for a successful implementation of your product. Please include any specific training courses that your firm supplies and the length of time these courses would take to complete. Please provide a description of the training locations and general availability of these classes. Please describe any certification programs that you recommend for the implementation team.

C4. Please describe the technology used for the implementation of your product. Include a brief history of the evolution of your product from a technical perspective, including any key milestones or achievements. Please describe your approach for ensuring that your product keeps up with the state of the art in your chosen technology.

C5. Please describe your firms recommended implementation methodology including any training or guidance that you provide to your implementation partners.

C6. Please describe the annual maintenance options and cost for your product. How long are the versions of your product supported? Please describe the activities that are typically performed to install an upgrade of your product. How many of your customers are using the current version of your product in their production environment?

C7. Please describe the top three successful implementations of your product in the United States within the last five years for similar programs and services as those targeted for ICMS. Please include your rationale as to why the projects selected are similar to ICMS. Include the length of time from the initial contract signing to the production launch, the approximate number of team members required for the implementation, the mix of resources required, whether the project was managed by the client, by a systems integration vendor or by your firm and any information that you feel contributed to the success of the project.

C8. Please list any implementation partners that you would like FSSA to include in any future solicitations or communications about ICMS.

C9. Please provide three client references.

RESPONSES

Firms interested in providing information to Family and Social Services Administration should submit all files electronically to RFP@idoa.in.gov and directed to James Osborne Senior Account Manager.

All files should be in MS Word or PDF format. Responses must be received no later than **3:00 p.m. Eastern Time on January 28, 2011**. The subject of the email should be:

"RESPONSE TO REQUEST FOR INFORMATION 11-C"

Questions may be submitted by e-mail to RFP@idoa.in.gov directed to James Osborne no later than **3:00 p.m. Eastern Time December 29, 2010**. Responses to all questions will be promptly prepared through a cooperative effort of IDOA and FSSA. A copy of each question and answer will be posted to the State of Indiana website http://www.in.gov/cgi-bin/idoa/cgi-bin/bidad.pl by January 7, 2010.

RFI Schedule

CALENDAR EVENT	DAY	DATE	TIME
RFI Posting and Release	Friday	12/17/2010	3:00 PM EST
Questions Due	Wednesday	12/29/2010	3:00 PM EST
Answers Posted	Friday	1/7/2010	3:00 PM EST
RFI Responses Due	Friday	1/28/2011	3:00 PM EST
Meeting Invitations Emailed	Friday	2/11/2011	3:00 PM EST
Individual Vendor Meetings Begin	Monday	2/14/2011	3:00 PM EST
Individual Vendor Meetings End	Friday	3/11/2011	3:00 PM EST

Inquiries are not to be directed to any staff member of Family and Social Services Administration.

Please note that James Osborne is the State's single point of contact for this RFI.

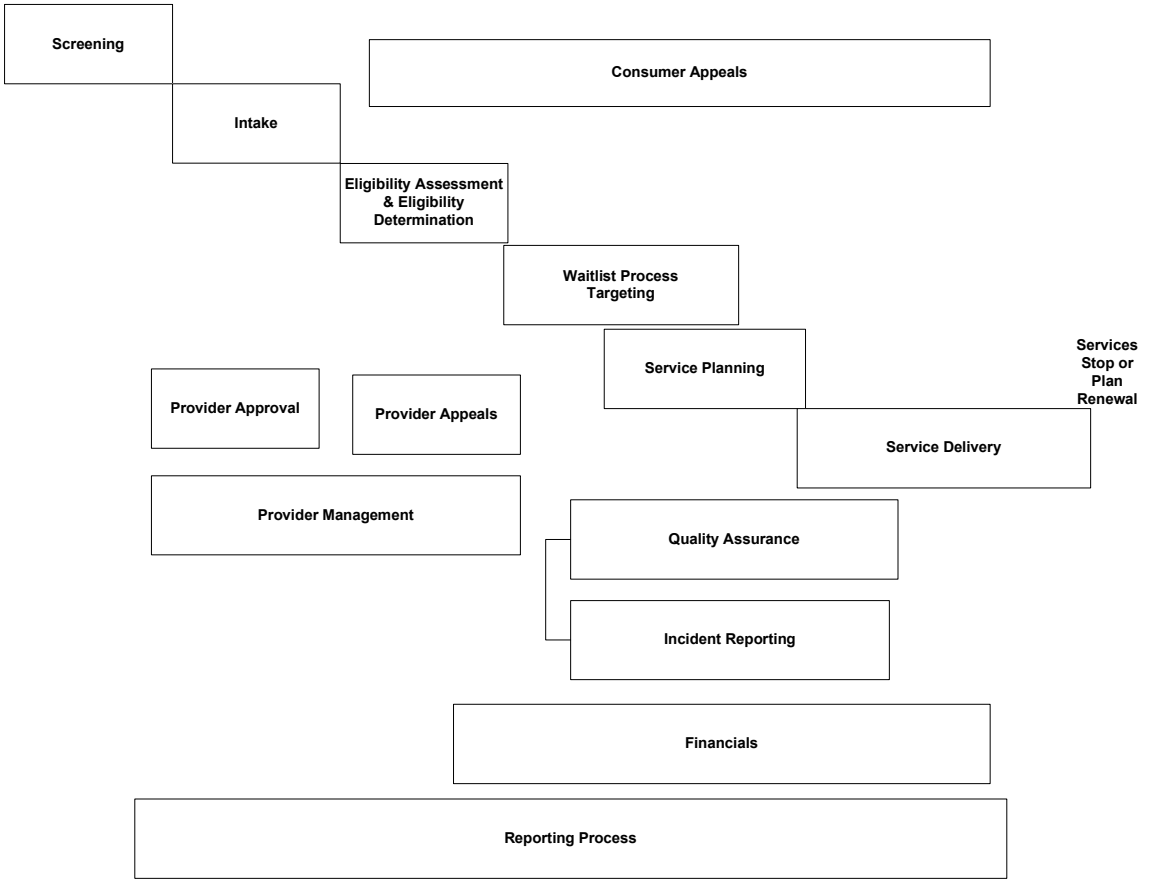
Please note that the usual and customary procedures for selecting a vendor (issuance of an RFS) may follow this RFI. The process will be open to all providers irrespective of their participation or non-involvement in this information-gathering process.

The aforementioned Attachments A, B and C appear on the following pages.

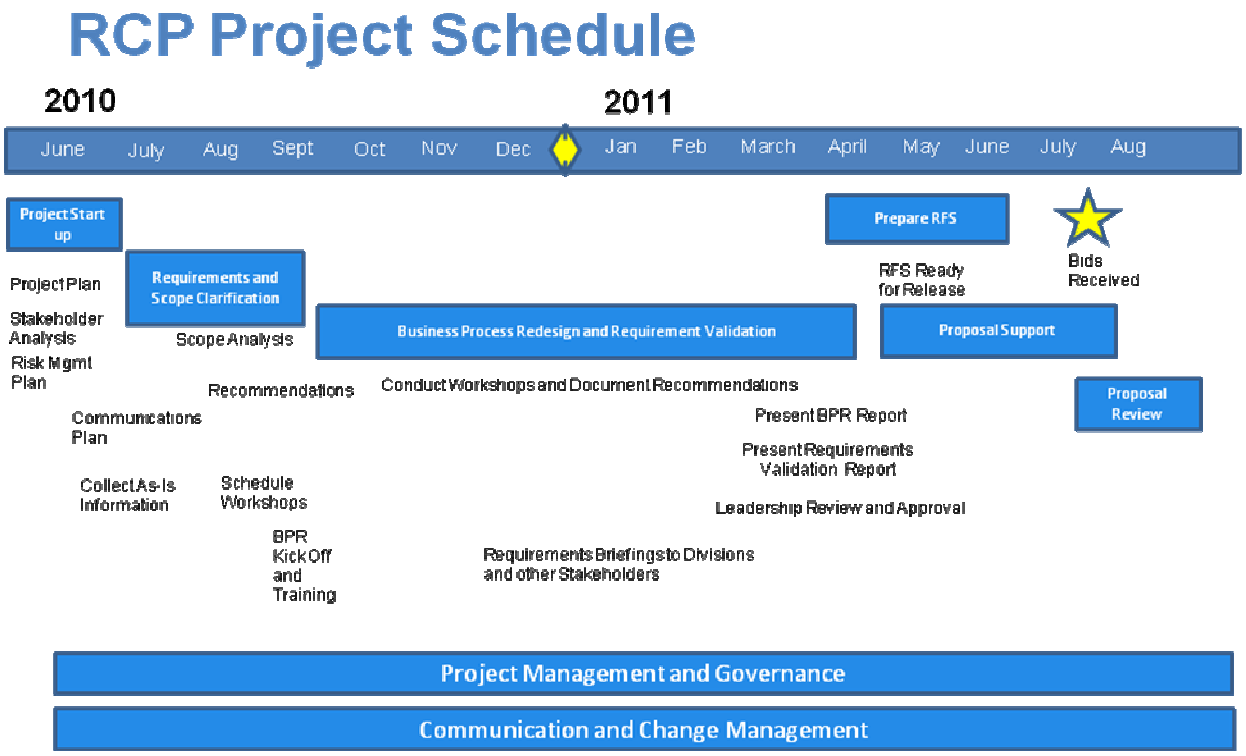
Attachment A: Case Management Process Universe

The Process Universe is a picture of all the Case Management processes that are included in the ICMS project scope. Only in some cases does it depict a process' direct relationship to another process such as Screening, which would take place before Intake. The remaining processes occur at different points in the Case Management Lifecycle and are not predecessors or successors of other processes.

There will be a Business Process Redesign and Requirements Validation work shop for each process. This Process Universe was developed to reassure ICMS Project participants that all the processes that affect them will be addressed.



Attachment B:



Attachment C:

Requirement Completion Project Guiding Principles

1. ICMS will be an Agency wide solution
2. ICMS will support users in the delivery of timely, flexible, and cost effective case management services
3. ICMS data and reports will support FSSA regulatory compliance and quality improvement strategies
4. ICMS will support business rules, with exception processing when appropriate
5. ICMS will reflect standardized processes across divisions wherever possible
6. ICMS will support coordination of care across divisions, as necessary, to prevent duplicate services and maximize resources
7. ICMS will support a single point of entry for client and provider data whenever possible
8. ICMS will help to minimize the flow of paper within the Agency
9. ICMS will help reduce the need for consumers to have redundant contacts with the Agency
10. ICMS will support real-time access to FSSA data whenever possible